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# Hemant Kaledhonakar

A-506, Himalaya House Co. Op. Housing Society, Fatima Nagar, Pune.

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## **PROFESSIONAL SUMMARY**

**Over 3.6 years of experience as a Business & Data Analyst** successful at responding to shifting business needs and priorities in systematic and effective way. Well-versed in implementing operational assessments and conducting functional requirements analysis for businesses of all sizes.

Have keen interest in business analytics and seeking business analyst roles with core techno-functional activities.

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## **SKILLS**

- Salesforce Admin
  - Skilled in Tableau, MySQL, MS-Excel (relevant experience)
  - Strategic planning for Sales
  - Business Analysis using Business Intelligence
  - Billing Process Management
  - Data Management and Analysis
  - Requirement Gathering and Elicitation
  - Project Management
  - Invoicing
  - Customer Engagement
  - CPQ
  - Agile | SCRUM
  - Order Management
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## **WORK HISTORY**

### **SCREEN MAGIC MOBILE MEDIA PVT. LTD.**

*Business Analyst* | Pune, MH | **1.6 years' experience**

- Leading Billing System Implementation Project, directly owned components are: run POC for selected vendors, New product release and enablement for sales, Orchestrate Order to Cash flow, Process Documentation, UAT planning and Test case design for QA team, Design Revenue Recognition (Based on consumption) and business reporting.
- Re-engineered Business Work Processes to reflect efficiency in the Sales Cycle.
- Implemented Billing Operations and Territory Management in Salesforce and other Sales work processes.
- Developed and utilized Tableau and Salesforce reports and dashboards, helping leadership make key decisions and outperform operational targets.
- Developed Salesforce Objects and streamlined the Sales analysis process in the CRM.
- Worked as a Techno-functional Consultant to identify and optimize gap for inter-platform projects.
- Performing Churn Analysis in order to Prevent revenue loss. Lower customer acquisition costs.
- Enabled Global Sales team with Data Insights and analysis for account management, also helped smoothed business system enablement for various functions - Sales, Customer support

## Nalco Water, An Ecolab Company

*Technical Engineer (Data Operations) | Pune, MH | 2 years' experience*

- Building Support Network for dealers and distributors
  - Interacting with the Channel Partners and resolving their queries
  - Performing audits on Cooling towers & Membrane systems for the customer accounts
- Provide training on troubleshooting techniques to the Sales team and existing employees
- Providing Technical sales support for Water treatment chemicals
- Suggesting programs for the better control over Corrosion, Scaling and microbial issues
  - Crafting New Ideas to generate more awareness about the products
  - Monitoring the Team performance and activity
  - Identify major deterioration threats and ensure integrity limitations are addressed and propose suitable mitigation techniques. Initiate and direct activities to support or assist in confirming monitoring data or as the result of failures of equipment or trending predictions.
  - Participate in Root Cause Analysis and failure investigations

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## PROJECTS

- **Implementing Territory Management in SFDC**
  - Conceptualized implementation of Territory Management by understanding the Business and reporting needs.
  - Participated in stakeholder engagement specifically to define scope and feasibility of the project.
  - Executed thorough implementation in development instance, thereby providing a Proof of concept and actualizing the same in the Production instance.
- **Building Product Adoption Dashboards (SFDC and Tableau)**
  - Gathering reporting requirements from the respective stakeholders. Documenting the requirements in a manner understood across org.
  - Aligning Associated Business requirements and developing Stories for Dashboards. Developing wireframes on Tableau.
  - Performing in depth data processing in order to maintain integrity and enabling verification. Using Excel and Tableau.
  - Ensuring user adoption and effectiveness of the deliverable.
- **Streamlining Sales Enablement and Reporting processes**
  - Defining and optimizing ways of Sales Performance Reviews and forecasting Sales Pipeline.
  - Structuring the Sales Process to best leverage SFDC platform and shorten Sales Cycle.
  - Optimizing data capture points from external sources to provide Analytical and Actionable insights.
  - Integrating Billing platform with SFDC so as to provide a single source of truth using Alteryx.

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## ***EDUCATION***

**Bachelor's in chemical engineering** Finolex Academy of Management & Technology,

Ratnagiri, MH | 2016

- Aggregate CGPA – 8.54
- Member of ISTE

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## ***CERTIFICATIONS***

Tableau Author, Tableau Analyst, Tableau Consumer, Tableau Data Scientist

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## ***HOBBIES***

Reading Fiction, psychology, Personal Growth, Meditation, watching web series.